



MCA
CONNECT

MICROSOFT DYNAMICS 365 SUPPORT: MANAGED SERVICES VS. MCA ADVANTAGE

When your organization needs more than emergency break-fix support for Microsoft Dynamics 365 (D365), MCA Connect offers both traditional Managed Services and MCA Advantage.

FOR A SET RECURRING FEE, BOTH MCA MANAGED SERVICES AND MCA ADVANTAGE INCLUDE:



**A DEDICATED
SUPPORT TEAM**



**UNLIMITED SERVICE
DESK EMAIL/PHONE
SUPPORT**



**APPLICATION
MAINTENANCE**



**ONGOING
MONITORING**

ANSWER THESE QUESTIONS TO SEE WHICH SUPPORT SOLUTION IS THE BEST FIT FOR YOU.

MANAGED SERVICES

Combination of proactive and reactive support

QUESTION

MCA ADVANTAGE

Managed services plus strategic consulting

NO/MAYBE

Fits when you want Microsoft Dynamics 365 to run efficiently, but your organization doesn't really think about D365 as providing a strategic advantage.

DO YOU WANT TO USE D365 AS A STRATEGIC BUSINESS ASSET?

YES

Fits when your team wants to maximize its strategic advantage by continually optimizing D365 and your business processes.

NO/A FEW

Fits when your system has been stable for a while, and you don't have many new initiatives on the horizon.

DO YOU HAVE A BACKLOG OF D365 PROJECTS?

YES

Fits companies who want help strategizing, prioritizing, and managing the backlog of new requirements.

NO/FEW

Fits companies whose business processes mostly follow industry standard best practices.

DO YOU HAVE A LOT OF UNIQUE PROCESSES OR CUSTOMIZATIONS?

YES

Fits companies who want to create competitive advantage with their business processes.

NO/MAYBE

If your company is cautious about change, our managed services team can help you assess technology solutions that seem like a fit for your needs.

DO YOU WANT TO BE FIRST TO CAPITALIZE ON NEW TECHNOLOGY?

YES

MCA Advantage takes a very proactive stance about recommending new technologies that would give you greater insight and efficiency.

NO/MAYBE

Fits companies who need standard reporting, Power BI dashboards, and KPI metrics.

ARE ADVANCED ANALYTICS CRITICAL TO YOUR BUSINESS?

YES

Can optionally include solutions like predictive analytics, machine learning, big data, and IoT analytics.

Why choose MCA Connect as your Microsoft Dynamics partner?

- ▶ Large, dedicated, knowledgeable support team
- ▶ Customized support plans that fit your needs
- ▶ Comprehensive support, including ISV solutions, custom code and non-production environments
- ▶ Award-winning, trusted Microsoft Dynamics Partner

INTERESTED IN LEARNING MORE?

[Contact us](#) today to learn about your Microsoft Dynamics 365 support options.

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